

Facilitating Performance Planning: Performance Liaison Role

Agenda/Outline – May 24, 2006

Time	Topic	Presenter/Facilitator
1:00	I. Welcome & Introductions	Helene Noble and Maureen Gormley
	○ Tool Kit Resource	Sue Fishbein
	○ PPT Overview	Sue Fishbein & Jessica Smith
	○ Tab D: Sample Performance Plan	Jessica Smith
1:45	II. Exercise Purpose and Steps (Reference BIN List)	Deb Gardner
1:50	First Round: Step 1:	
	○ Participants divide into five groups-6 per table (approx.)	
	○ Facilitators distribute sample position description (PD) to all participants.	
	○ Each participant is asked to identify <i>at least three critical elements (CEs)</i> from the PD. (Facilitators need to give the group at least 5 minutes to do this.)	
	○ Initially, three participants will be ask to identify one critical element and the rationale for selection. Others that identified different ones will be asked to offer their selections and rationale.	
	○ Each group will discuss “what” and “how” many CEs they identified. Discussion regarding breadth of CE to keep performance planning simple and clear. Identify at least one strategy they used to keep the number of Critical Elements to 3-5 for reporting out. They will write and present in small group and be given feedback comparing to SMART standards.	
2:10	Step 2: Facilitate a debrief of each small group to larger audience. Question will focus on strategies each group identified for keeping the number of Critical Elements broad and few in number. (Deb will facilitate this)	
2:20	Step 3:	
	○ Within each group participants need to work with their partner from shared ICs or find a partner and <i>choose one of the critical elements</i> identified as acceptable from the last round and ask them to <i>develop at least two outcomes</i> for one the critical elements. They are to develop at least one quantitative and one qualitative outcome.	
	Facilitators need to refer them to the multidimensional graph that represents multi-dimensions for measuring performance outcomes as well as “SMART” model to evaluate clarity of measures.	
2:45	Step 4: Debrief from each table..report on dimensions used to develop outcomes measures and any key lessons learned about developing performance outcome measures.	

Second Round:

- 2:55 Step 1: Instruct duos or dyads to ***identify 3 critical elements*** from the performance plan or a Position Description they brought from their IC to use in this exercise. Use that ***one*** CE and develop ***three*** performance outcomes.
- 3:20 Step 2: Debrief based on the following questions:
- 1) What did you learn from this exercise?
 - 2) What was the greatest challenge?
 - 3) What do you still need to work on?
- Key Points to be made again at the end of the session:
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- Core processes should be identified as critical to address in identification of critical elements
 - Critical elements represent activities that if not done implies they are failing to perform
 - 3-5 is the limit of job-specific critical element and 3-5 outcomes per critical element
 - Resources are available...use your content experts
 - Be patient with yourself...this will take some time
- 3:45 Evaluation and Closing